

CITY OF SAN DIEGO  
ADMINISTRATIVE REGULATION

SUBJECT  WATER/SEWER BILLING ADJUSTMENTS	Number 55.60	Issue 4	Page 1 of 3
	Effective Date March 21, 1994		

1. Purpose

- 1.1 To establish a policy and procedure for adjustments to water/sewer bills under the authority of Section 67.25.1 and Section 64.0407 respectively of the San Diego Municipal Code.

2. Policy Statement

- 2.1 It shall be the policy of the City of San Diego to allow adjustments on water/sewer bills when excessive consumption is caused by concealed pipe leaks.
- 2.2 Adjustments on water/sewer bills shall be allowed only when a concealed leak is found in the water service line between the meter and the property structures, and/or the concealed water lines within the structures.
- 2.3 The instances where an irrigation leak has occurred and the water loss is returned to the ground or atmosphere, a sewer service charge adjustment may be allowed if the sewer service charge is calculated based on water usage. The adjustment shall be 100% of the sewer service charge less the consumer's normalized charge. No adjustment shall be allowed for water charges when an irrigation leak has occurred.
- 2.4 Water/sewer bills will be considered to be received by the customer three working days after the date of mailing.
- 2.5 Storm drain fees shall also be adjusted proportionately as necessary.

3. Application of Policy

- 3.1 Adjustments may be made on water bill because of pipe leaks on the property side of the meter only under the following conditions:
- a. The pipe leak must be concealed in such a manner as to not be readily detectable by the consumer.
- b. No adjustment will be made until the leak is repaired and notification of the repair is made to the Water Utilities Department.

(Supersedes Administrative Regulation 55.60, Issue 3, effective November 1, 1979)

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Authorized

(Signed by Jack McGrory)

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CITY MANAGER

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- c. Normally no allowance will be made for loss of water caused by improper or malfunctioning plumbing fixtures.
- d. Adjustment may be made for water consumption during a length of time not to exceed the billing period through the date of receipt of the bill for that period by the consumer. In no case shall the adjustment exceed 60 days in cases where the consumer is billed monthly and 90 days in cases where the consumer is billed bi-monthly. No adjustment shall be made for any period of time following the date of notification to the consumer. Requests for bill adjustments must be made within 120 days following notification for which period the adjustment is requested.
- e. Adjustments for concealed pipe leaks shall be made as follows:
  - 1. Single Family Dwelling: 50% of water consumption exceeding normal usage. If the concealed pipe leak occurs during the winter monitoring period, the sewer service charge will be adjusted to reflect normal water consumption for winter based sewer rate purposes.
  - 2. Other Domestic, Commercial, and Industrial: 50% of water consumption exceeding normal usage and 100% of the sewer charge less the consumer's average usage charge. Storm Drain charges shall also be adjusted proportionately as necessary.
  - 3. In cases where the leak is found to exist where the tail or flange connects to the meter on the property side: 100% of the sewer charge less the consumer's average usage charge. Storm Drain fees shall also be adjusted proportionately as necessary.

4. Procedure for Granting Adjustments

4.1 When excessive consumption is indicated or when a consumer requests an investigation of high consumption, the Customer Services Supervisor of the Water Utilities Department shall have a field representative visit the premises, re-read the meter, and inspect the grounds, plumbing, and plumbing fixtures.

4.2 The field representative's findings shall be reported to the Customer Services Supervisor.

Adjustments made under provisions of this regulation shall be subject to the approval of the Water Utilities Director or his designated representative, which person or persons shall be appointed in writing by the Director, with notice thereof to the City Manager and Auditor-Comptroller.

4.3 A record shall be kept of all adjustments made under the provisions of this regulation.

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APPENDIX

Legal Reference

San Diego Municipal Code, Chapter VI, Article 7, Section 67.25.1  
San Diego Municipal Code, Chapter VI, Article 4, Section 64.0407

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